

Provider Enrollment & Building Relationships

MEDICAID

Agenda

- What's New?
- Where Are We Headed?
- How Do We Get There?



What's New?

- Administration
- Improved Communication
- Streamlined Processes
- PCP Rate Increase
- Restored Rates

What's New? - continued

- Online Training
- Field Representatives
- Quicker Turnaround Time
- New Provider Services Group
- Satisfaction Surveys



Where Are We Headed?

- Building better relationships
- Avoiding access to care issues
- Improving care
- Outreach and Education

How Do We Get There?

- Improving communication
 - Re-enrolling
 - Notifying HP Enterprise Services of changes
 - Addressing concerns
 - Providing feedback



Questions?

